NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Dental Hygiene Program / Clinic Secretary

**Department:** Dental Hygiene  
**Job Status:** Full Time  
**FLSA Status:** Non-Exempt  
**Reports To:** Program Director for Dental Hygiene  
**Grade/Level:** Classified IV  
**Amount of Travel Required:** No travel required  
**Work Schedule:**  
Monday - Thursday 8AM - 6PM  
Friday 8AM - 12PM  
Or as assigned by the supervisor  
**Positions Supervised:** None

**PURPOSE:** Under the supervision of the dental hygiene program director and the clinic coordinator, this position assists in the daily operations of the dental hygiene program including office operations and clinic activities.

**MAJOR RESPONSIBILITIES:**
- Facilitate communication between faculty, staff and students by monitoring activities and changes that may affect them.
- Answer telephone, take messages, handle or direct calls.
- Monitor the Dental Hygiene Web Site for current information and suggest modifications to the program director.
- Process all administrative mail and forward to indicated individuals as necessary.
- Type memos, letters, purchase orders, travel requests, grant proposals, reports and other related documents.
- Maintain office files.
- Serve as a liaison between the Dental Hygiene Program and the business office in monitoring all related budgets.
- Maintain student files and progress reports and enter data into a computerized database system.
- Assist with Dental Hygiene Information Sessions, Advisory Committee Meetings, Allied Health Departmental Meetings, Pinning, and weekly Program Calibration Meetings. Taking notes and typing final format as required.
- Maintain faculty/staff and student rosters with current addresses, telephone numbers, CPR renewal, and immunization status.
- Monitor office supplies and order or pick up as necessary.
- Coordinate faculty data input, word-processing, copying and computer needs.
- Other assignments as necessary and assigned.

**Clinical Responsibilities (with clinic coordinator faculty):**
- Maintain clinical supplies by:
  - Determining clinical supply needs and forwarding to the clinic coordinator for approval.
  - Placing orders for required clinical equipment and working with vendors and bookstore to oversee quality and competitive pricing
  - Preparing a year-end inventory indicating volume of supplies used.
  - Sending out items for repair when indicated.
  - Maintaining a record of all invoices.
  - Assisting the Clinic Coordinator in maintaining all clinical units and equipment.
- Maintain current certification in CPR.
- Organize students assigned to clinical assisting rotations.
• Assist the Director in assurance the clinical operation meets current OSHA standards and guidelines for infection control.
• Obtain and organize any supplies needed for individual seminars as requested by faculty.
• Insure that all clinical forms are available for continuous use in the clinic.
• Maintain a supply of oral health education pamphlets for patients.
• Report breaches in clinical dress codes and infection control procedures.
• Keep the program director and clinic coordinator informed of any problems with the overall operation.
• Perform any other duties that are mutually agreed upon and are consistent with the operation of the clinic and program.

Patient Reception / Appointment Booking Responsibilities:
• Book patients for students when they are assigned to clinic.
• Monitor overall patient appointment book.
• Greet patients as they arrive.
• Instruct patients about the forms they need to complete and answer general questions they may have.
• Distribute the “letter to our patients” and “patient’s rights and responsibilities” information sheet.
• Address patient complaints if the need arises.
• Collect patient fees.
• Maintain all patient records in a confidential manner.
• Serve as the HIPPA coordinator/facilitator for the program.
• Monitor the Office Rotation Student as they assist you.
• Maintain the MSDS book.
• Other assignments as necessary and required.

Competency Statement(s)
• Communication - Ability to communicate verbally and in writing clearly and concisely.
• Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
• Detail Oriented - Ability to pay attention to the minute details of a project or task.
• Enthusiastic - Ability to bring energy to the performance of a task.
• Friendly - Ability to exhibit a cheerful demeanor toward others.
• Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
• Interpersonal - Ability to get along well with a variety of personalities and individuals.
• Reliability - The trait of being dependable and trustworthy.
• Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

QUALIFICATIONS:
Education: High school diploma/GED required; some college preferred.

Experience: Minimum of two years secretarial or clerical experience; dental office preferred. Computer literate helpful in email, dental software, and internet usage.

Skills and Abilities:
Office skills, methods and procedures; deal effectively with faculty, staff and students; English usage, grammar, business letter writing, spelling, punctuation, vocabulary; telephone etiquette. Type 40 w.p.m. accurately; follow verbal and written directions; compose letters; ability to work in a busy office with frequent interruptions; self-starter; operate basic office equipment (computer, typewriter, FAX machine, copier). Ability to operate and clean basic dental office equipment (ultrasonic cleaner, autoclave, radiology equipment, dental operatory).
WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually very quiet.

Physical and Mental Requirements

Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Walking; standing; good listening skills; frequent stressful conditions; sitting for long periods of time; lack of mental impairment; frequent decision making ability.

This is an inside office position with safety/health hazard potential of: communicable diseases, blood borne pathogens, chemical hazards, radiation exposure, mechanical hazards

SIGNATURES:

_____________________________________________ Date
Dental Hygiene Program / Clinic Secretary

_____________________________________________ Date
Director of Dental Hygiene

_____________________________________________ Date
Dean of Allied Health

_____________________________________________ Date
Executive Vice President for Instruction

_____________________________________________ Date
President

Job Description Developed: 2002
Reviewed: 5/2009
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